



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

February 10, 2010

The Attivo Group
Ms. Karla Reo, Office Manager
18008 Sky Park Circle, Suite 116
Irvine, CA 92614

Dear Ms. Reo:

RE: FINAL MONITORING VISIT REPORT for The Attivo Group – ET09-0319

Date of the Visit:	5/13/09 and 12/3/09
Beginning/Ending Time:	10:00am -12:00pm and 12:00pm – 1:00pm
Date of Last Visit:	9/4/08
Visit Location:	Irvine (5/13/09) & Laguna Hills (12/3/09), CA
Persons in attendance:	Karla Reo, Office Manager/Owner, Attivo (5/13/09 visit only) Maggie Menzel, Training Funding Source Ryan Swier, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	10/27/08-10/26/10	Agreement Amount:	\$12,480
Training Start Date:	10/29/08	No. to Retain:	8
Date Training must be Completed:	8/26/10	Range of Hours:	8-100
Type of Trainee:	Retrainee	Weighted Ave. Hours:	60

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ETP (04/15/05)

FINAL REPORT SUMMARY:

The Agreement was executed on 10/28/08 and training began on 10/29/08. Your staff reported that all training was completed on 6/24/09 which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 10/26/10.

ETP approved an Agreement modification on 5/15/09 which extended the term of the contract by 12 months (from 10/27/09 to 10/26/10).

INTERVIEW WITH THE CONTRACTOR

The Contractor reported that ETP-funded training has increased employee's skills in Computer and Continuous Improvement Skills. Ms. Reo stated that the majority of training was spent on computer software training. Due to the downturn in the economy the Attivo Group had to switch its sales focus from higher to middle level computer software systems. They recently invested \$20,000 in new software. Switching to the middle market software systems required a great deal of training and has increased sales for the Attivo Group. The Attivo Group had no barriers in implementing the ETP project and project administration was subcontracted to Training Funding Source.

The final visit with the contractor was on 5/13/09, however at that visit Mr. Swier discovered (during an trainee interview) that 93 hours for Penny Goodrich were not eligible for ETP reimbursement as she was taking a computer course at a local community college which was over the trainee-to-trainer ratio (20:1) and was not in receipt of wages. The contractor confirmed that all other (7) retrainees were trained onsite during work hours and did meet the trainee-to-trainer ratio. The contractor reported they would delete the hours for Ms. Goodrich and continue training other trainees until they maxed out on hours.

On 12/3/09 Mr. Swier met with Ms. Menzel to review original rosters. Mr. Swier preformed a records review which is detailed in this report. Ms. Menzel confirmed to Mr. Swier that the original rosters would be returned to The Attivo Group.

PROJECT STATUS

Trainees Started Training:	8
Trainees Enrolled:	8
Dropped Following Enrollment:	1
Completed Minimum Training Hours:	7
Completed Training:	7
Completed Retention:	7

The chart below lists the training hours provided to the 7 trainees tracked on-line who reached the specified benchmarks:

NUMBER OF TRAINEES: (7 TRAINEES)	HOURS COMPLETED	PERCENTAGE OF TOTAL ENROLLED
3	40-60	43%
2	61-80	28.5%
2	80-100	28.5%

As of the date of the Monitoring report, the Contractor's statistics showed that 7 trainees had completed a minimum of 8 hours of training to qualify for reimbursement. Mr. Swier explained to the contractor that the per trainee reimbursement for class/lab training is based on the total number of training hours completed by each trainee, provided the minimum 8 hours of training and no more than the maximum 60 hours of training are completed, and all other Agreement terms and conditions are met.

The aforementioned 7 retrainees were provided a total of 461 hours of training. Therefore, The Attivo Group can potentially earn \$11,986 in reimbursement (96 percent of encumbered funds), if all Agreement terms and conditions are met. As of the date of the monitoring visit The Attivo Group has received \$11,973 of which of which \$11,973 is considered earned and approved by ETP.

ATTENDANCE ROSTERS:

During the Monitoring Visit, Mr. Swier randomly selected the attendance records of four enrolled trainees at both meetings. The review of the records revealed that the four trainees had completed 45.5 to 100 hours of class/lab training. The review sample consisted of original daily class/lab attendance rosters for training provided from 10/29/08 through 6/24/09. Mr. Swier compared the information in the ETP on-line class/lab tracking system with the attendance rosters to ensure that the information was consistent.

The review of the completed rosters revealed that the information on the rosters was in accordance with Title 22, California Code of Regulations, Section 4442, Record Keeping and consistent with information in the ETP on-line tracking report.

INTERVIEWS:

Number of Trainees Interviewed:	1	Range of time employed by Contractor:	2years
Occupations of Trainees Interviewed:	Office Assistant		

The interviewee:

- Confirmed training topics were in accordance with the approved Curriculum;
- Confirmed she signed rosters for each Class/lab session.

She reported that she was taking an advanced Word/Excel course at Valley College during non work hours (she was not in receipt of wages) which had a trainer-to-trainee ratio of 1:60.

Due the course not meeting ETP regulations the Contractor agreed to delete all training hours for this retrainee.

AUDIT:

The Attivo Group, Inc. will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

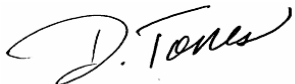
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information contained in this letter, please contact Ryan Swier at (619) 686-1902, or e-mail him at rswier@etp.ca.gov within ten (10) working days from the receipt of this letter.

Sincerely,



Diana Torres, Manager
San Diego Regional Office



Ryan Swier, Contract Analyst
San Diego Regional Office

cc: Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File
Transparency File

